Service Quality Measure and Benchmark Summary

Service Quality Measures	Current Measure	Ameritech	Staff	GCI Original
1. % Inst. Within 5 Days	95.44%	95.44%	95.44% *	95.44% *
2. Trbl. Rpts. per 100 Access Lines	2.66	2.66	2.66	2.66
3. % Out of Service Over 24 Hours	5.0%	5.0%	5.0%*	5.0% *
4. % Dial Tone w/in 3 Seconds	96.8%	Eliminate	Eliminate	Eliminate
5. Operator. ASA – Toll and Assistance	3.6 seconds	5.61 (comb. TA/I)	5.65 (comb. TA/I)	3.6 seconds
6. Operator. ASA – Information	5.9 seconds	5.61 (comb. TA/I)	5.65 (comb. TA/I)	5.9 seconds
7. Operator ASA - Intercept	6.2 seconds	Eliminate	Eliminate	Eliminate
8. Trunk Grps. Below Obj.	4.5 per year	Eliminate	Eliminate	4.5 per year
9. Rpt. Trbl. Rpt Rate (30 days)		13.92%	14.0%	10% *
10. Missed Inst. Commit. – Co. Rsns.		2.08% or 10%	1.4% or 6.2%	1% *
11. Missed Repr. Commit. – Co. Rsns.		9.58%	6.4%	1% *
12. ASA – Repr. Centers		60 seconds	60 seconds	80% w/in 20 sec.
13. ASA – All Customer Call Centers		60 seconds	60 seconds	80% w/in 20 sec.
14. % Calls Answered - All Centers			90% *	
15. POTS % Missed Install. Appts. – Co. Rsns.				1%*
16. POTS % Missed Repr. Appts. – Co. Rsns.			.	1%*
17 ASA – Res. Customer Call Cntrs.				80% w/in 20 sec.
18. ASA – Bus. Customer Call Cntrs.				80% w/in 20 sec.
19. % Calls Ans. – Res. Cust. Calling Cntrs.				95%
20. % Calls Ans. – Bus. Cust. Calling Cntrs.				95%
21. % Calls Ans. – Repair Cntrs.				95%
22. POTS Mean Inst. Interval				4 bus. Days *
23. POTS Mean Time to Repr.				21 hours *
24. POTS % Inst. Trbl. Rpt. Rate (7 days)	.			5% *

NOTES:

This table provides a summary of the service quality measures and benchmarks proposed by each party. Asterisks indicate that the party proposed a different definition of the measure than the one currently reported.